



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received
2003 JUN -3 AM 11:11
09-JUN-2003

Repository ☐
Reference No.
10022670

OWNER INFORMATION (Type or Print)

Name
Address
City JENSEN BEACH State FL Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO ONLY
In the absence of an owner's name or address to the vehicle manufacturer.
Signature of Owner Date 6/20/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
Make TOYOTA Model MATRX Model Year 2003
Date Purchased 05/27/03 Dealer's Name and Telephone Number BEV SMITH TOYOTA 772-464-8440
Original Owner ☒ Dealer's City FORT PIERCE State FL Zip Code 34932
Engine: No. Cylinders 4 Fuel Type: LEAD FREE
Transmission Type ☐ Antilock Brakes Powertrain FRONT DRIVE
AUTOMATIC ☒ Cruise Control
Vehicle Component Code 160000 STRUCTURE
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment Prior Repair Failure Location
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured Number of Deaths Reported to Police
N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

WHEN THE SUN LIGHT REFLECTS ONTO INSTRUMENT PANEL IT MAKES THE DIGITAL COUNCIL UNREADABLE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WHEN SUNLIGHT IS IN A UNKNOWN DIRECTION THE INSTRUMENT
PANEL LIGHTING FADDS AWAY. AT TIMES CANNOT
SEE ODOMETER. HAVE TO TAKE EYES OFF ROAD TRYING TO
SEE SPEED OR DIAL NEEDLES.

TOYOTA SERVICE PEOPLE SAY THE FOLLOWING

1. SET YOUR SEAT HIGHER

2. WE KNOW THERE IS A PROBLEM TOYOTA SAYS IT IS NOT A PROBLEM

AND HAS PROVIDED A FIX FOR THE PROBLEM. I SPENT "100"

TO TINT ALL WINDOWS AND IT CORRECTED 50% OF THE PROBLEM

I AM ENCLOSED PHOTOS TAKEN 6-2-03 IN A 1 HOUR PERIOD OF TIME WHILE DRIVING

YOU CAN SEE THE CHANGES. I HELD THE CAMERA APPROX 2.5 TO 3 FT.

FROM DASH OF AUTO YOU CAN SEE THE FADING. BEN SMITH TOYOTA

REFUSED TO TAKE A SET OF PHOTOS OFFERED THEM. AND/OR ATTACH ADDITIONAL SHEETS IF NECESSARY

NOTHING CAN BE DONE. WHEN OUTSIDE LIGHTING CHANGES INSTRUMENT LIGHTING CHANGES

THANK YOU (D. D. SMITH OWNER'S HUSBAND)

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov>

Jensen Beach, FL

ALL OF BEV SMITH TOYOTA'S PEOPLE
INVOLVED WITH THE PROBLEM SALES REPRESENTATIVE,
SERVICE REPRESENTATIVE JILL SPECK, TOYOTA
REPRESENTATIVE RON BERNAT, ALL DISAGREE
WITH THE PROBLEM

THE ANSWER TOYOTA WOULD HAVE SENT OUT
A RETROFIT KIT IF THIS WAS A SERIOUS PROBLEM
QUOTE:

TRY SITTING HIGH IN YOUR SEAT AND YOU CAN
SEE THE INSTRUMENT BETTER.

SAFETY

IN OUR OPINION STARING AT THE INSTRUMENT
PANEL WITH YOUR EYES OFF THE ROAD, THE DRIVER
IS OPEN TO A INCIDENT.

OWNER

2T1KR32EL3C128154. MATRIX 2003

Jensen Beach, FL

06-11-03

170° x
6° x
10°20° x

180°20° +x

**SUNBLOCK WINDOW
TINTING**
1085 N.E. Industrial Blvd.
Jensen Beach, FL 34957
334-3738

115135
06-11-03
SunTek™

LOUIS D'DONNA WINDOW FILMS

Automotive Film Limited Warranty

SunTek™ warrants professionally sold and installed SunTek™ brand Automotive Window Film, up to the per vehicle limits set forth below:

- 2003-2004 MATRX 40
\$180.20
- ☐ **InfinityOP™ Series** (Lifetime Limited Warranty)
SunTek™ warrants against fading, peeling, cracking, adhesive failure, demetalization, and delamination for as long as the original customer owns the vehicle.
 - ☒ **High Performance Series** (Lifetime Limited Warranty)
SunTek™ warrants against peeling, cracking, adhesive failure, demetalization, and delamination for as long as the original customer owns the vehicle.
 - ☐ **Standard Series** (3-Year Limited Warranty)
SunTek™ warrants against peeling, cracking, adhesive failure and delamination, for the period of 3 years after installation as long as the original customer owns the vehicle.
- HP-30/15

The obligation of SunTek™ under this warranty is limited to replacement of products not conforming to the warranty. This product is to be used in compliance with all applicable state or provincial laws. Installation of this product in a manner that violates state or provincial law is a misuse of the product and voids all warranties, expressed or implied, including but not limited to the warranty of merchantability. SunTek™ shall not be liable in any manner whatsoever for damages related to the use of this product in an illegal manner.

Warranty Registration: To validate your warranty please detach and mail the postcard at the bottom of this warranty. NOTE: All information on this card must be filled out and returned within 30 days of installation to validate warranty. Warranty is provided to the original customer and is non-transferable.

HP-30-911214-12
To Make A Claim: Retain this warranty card and proof of purchase in order to process any claim. Any customer desiring warranty service should contact the nearest authorized SunTek™ installer or write to Commonwealth Laminating & Coating, Inc. / P.O. Box 4888 / Martinsville, VA 24115-4888 / 276-632-4881

HP-15-911917-19
Window Film Care: To extend the life and look of your SunTek™ Automotive Film and to maintain your warranty coverage, certain care and maintenance should be followed. Do not roll down filmed windows for a period of 5 days until the film has properly adhered to the glass. Do not wash the film for thirty (30) days after installation. Do not use abrasive cleaners or coarse cloths. Use a mild soap and a clean, soft cloth or synthetic sponge.

THERE ARE NO OTHER WARRANTIES EITHER EXPRESSED OR IMPLIED. THIS WARRANTY APPLIES ONLY TO MANUFACTURING QUALITY. The installing Dealer is solely responsible for the quality of the installation on your vehicle. **WARRANTY NOT VALID WITHOUT ROLL NUMBERS.**

D86 TQW
...The Look That Lasts.

VERY DARK
WINDOW TINTING
IMPROVED
INSTRUMENT
VIEWING
APPROX
35% TO 50%
[REDACTED]

① WIFE [REDACTED]
IS LISTED OWNER

② VIN# IN ERROR
2T1KR32E13C128184

③ DON'T KNOW WHAT
COMPONENT CODE IS?

I'M SORRY I CAN'T TYPE
AND MY HANDWRITING IS NOT
VERY GOOD



